



The smarter way to travel



with our Smartcard & App

greateranglia.co.uk



Smartcard – great for regular travel and season tickets

An easy, fast, and convenient way to buy and store tickets for your commute.

Purchase tickets with no booking fees and load them directly to your Smartcard by using our app. Next time you travel, simply pre-load, tap, and go!

Why a Smartcard?

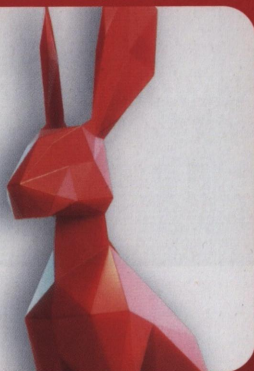
It's convenient – skip the queues and buy online for a hassle-free journey.

It's secure – Smartcards can be cancelled and replaced if lost.*

It's paperless – so no more worries about your paper ticket getting lost or damaged.

Receive your free Smartcard within 3 business days by ordering at greateranglia.co.uk/smart.

greateranglia



Phoebe Smithson
02345 67891 5432 6419

What tickets can I get on my Smartcard?

- Anytime Day tickets and Off-Peak Day tickets.
- Day and Season Travelcards.
- Season tickets (Flexi, Weekly, Monthly, Custom and Annual) along with accompanying Travelcard Season tickets.

Benefits

- Unlike paper season tickets, you can apply for a replacement if you lose your weekly Smartcard.*
- Have your Flexi Season ticket replaced in the event of loss or damage.*
- Quick self-serve refunds and changeovers are available via the 'My Tickets' section in our app.
- In the event of a delay to your journey it's much quicker for us to process your delay repay claim.
- Load up to 5 tickets on your card, allowing for a seamless journey every time you travel.

**All replacement tickets are subject to checks and a duplication fee.*

How to use your Smartcard

- 1 Order your Smartcard** – Go online at greateranglia.co.uk/smart or pick up a Smartcard from one of our ticket offices.
- 2 Buy a ticket** – Buy your ticket via the Greater Anglia app or go online. You can buy your season ticket up to 28 days in advance, or 10 minutes before departure.
- 3 Load your Smartcard** – To load your ticket using our app, wait 5 minutes after purchasing your ticket. Go to 'My Tickets' and click the orange Smartcard button, hold your card against the back of your mobile device to load tickets.**
- 4 Tap and go** – Tap your Smartcard on the Smart reader every time you travel. When travelling with a season ticket always carry a valid photocard, or photo ID. Get one free of charge from any National Rail ticket office.

***Flexi Season customers must activate their ticket before each journey.*

eTickets – great for day trips

Purchase an eTicket via the Greater Anglia app for quick and easy travel without queueing or waiting to collect your tickets.

You can purchase an eTicket in less than 60 seconds and right up until your train departs.

Why an eTicket?

It's cheaper – with no booking fees when booked directly with us.

It's quicker – No queueing, so you can buy a ticket wherever you are.

It's stress-free – Knowing that your ticket is always securely stored on your mobile phone.



How to buy and use eTickets

1

Download our app – Scan the relevant QR code below or search Greater Anglia on your phone's app store.

2

Purchase – Buy your ticket via the Greater Anglia app selecting the eTicket option, or go online.

3

Store – Keep your tickets in the app, add to your phone's wallet, or keep the eTicket PDF sent via email. If you bought a ticket for someone else, share it easily by forwarding the eTicket email.

4

Use – At the station, simply scan your barcode on the ticket reader positioned on the right-hand side of the ticket barrier to enter.

